Writing · Content · Active Listening

Words that reassure, a *listening* ear that supports.

Web copywriter, content creator and active listener — I bring writing rigor and genuine human presence to every project.

Web copywriting | Content creation | Active listening | Administrative support

Let's talk about your project

Houilles, France · Remote & on-site



In a few words

> *"Curious, spontaneous and committed, I bring both attentive listening and rigor to everything I do."*

I've always loved understanding people before writing for them. Since 2020, I've shared my writing on SylviaFlore.com, while also supporting people in vulnerable situations — in hospitals, on the street, within families. This mix of writing and listening isn't a coincidence: both call for the same thing, a sincere attention to others. Today, I put this dual skill set to work for your projects — whether that's content that truly speaks to your readers, or an attentive ear where it's needed most.

What I offer

Three ways I can help

Web Copywriting & Content Creation

I've been writing on SylviaFlore.com since 2020, a space built for honest, judgment-free exchange, and I spent three years writing monthly articles for Fréquence Chrétienne on family, relationships and couples. Certified in Community Management, I know how to set an editorial direction and keep a steady publishing rhythm.

Personal blog since 2020 | Monthly articles 2021–2024 | Community Management certification

Active Listening & Support

A volunteer since 2017 with people in precarious situations (Coffee Bus 33), then at Bagatelle Hospital and with families in underserved neighborhoods (Quartier Libre), I've completed a certified training in active listening and an introductory psychology course at Yale. I offer judgment-free listening, for individuals as well as organizations looking to offer this kind of support to their teams or their audience.

Active Listening certification — Coursera | Introduction to Psychology — Yale | 5+ years of support volunteering

Administrative Support & Organization

Fifteen years of administrative experience have taught me rigor: calendars, correspondence, CRM systems (Salesforce, Auguste, Sherlock), phone reception, and recruitment coordination. From the French Ministry of Education to Chronopost International, I've always been the reliable point of contact who keeps things moving.

15 years of experience | CRM & office tools | English B2 · German B1

Journey

A common thread: showing up for others

Since 2020	**Independent Blogger** SylviaFlore.com — Remote
2017	**Office Clerk** Rectorat de Bordeaux — Finance department
2015 – 2016	**Executive Assistant** French Ministry of Education, Gex — Calendar management and recruitment coordination
2012 – 2013	**Independent Export Manager** Vulpes Production — Audiovisual production
2010 – 2011	**Bilingual International Claims Officer** Chronopost International, Gentilly

Education: LEA International Business degree, University of Lille — Literary Baccalaureate, LV3.

Skills & Languages

The tools of the trade

Skills

- Writing & content creation
- Active listening & support
- Shorthand typing
- MS Office, LibreOffice, Google Workspace
- Salesforce CRM, Auguste, Sherlock
- Calendar, correspondence & phone management

Languages

French	Native language
English	B2 — TOEIC
German	B1 — born in Bonn
Italian / Spanish	A2

Volunteering

What volunteering has taught me

Coffee Bus 33

Bordeaux · 2017–2019 & 2025–2026

Welcoming and supporting people in vulnerable situations, through active listening and guidance.

Protestant Chaplaincy — Bagatelle Hospital

Talence · 2025–2026

Providing presence and support to patients and their families.

Quartier Libre

Lormont · 2025–2026

Activities for children and support for families in underserved neighborhoods.

Fréquence Chrétienne

Remote · 2021–2024

Monthly articles on family, relationships and couples.

Contact

Have a writing project, a content mission, or simply need someone to listen?

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